



HOSPITAL INPATIENT CERTIFICATION

CONTENTS

- **Change in Inpatient Certification Requests**

Change in Inpatient Certification Requests

Effective February 1, 2008, MO HealthNet's inpatient review authority, Health Care Excel (HCE), will only accept telephone reviews on certifications requested prior to admission, on the day of admission, within twenty-four (24) hours after admission occurs and for continued stay. Any other requests for certification of an inpatient stay must be made via fax. Faxes may be submitted twenty-four (24) hours a day seven (7) days a week.

Requests for retrospective review require all medical records related to the inpatient stay. This type of request may be faxed only if the certification request and medical records consist of ten (10) pages or less. If the required medical records consist of more than ten (10) pages the certification request and medical records must be mailed to HCE.

The following methods may be used to request certification:

- Toll-Free Telephone: (Instate or Out-of-state) (800) 766-0686
- Telephone: (573) 634-3780
- Facsimile (fax): (573) 634-4262 (can be sent 24 hours/day)
- Mail-In: Health Care Excel
3236 West Edgewood Drive, Suite B
P.O. Box 105110
Jefferson City, MO, 65110

The HCE office is open from 8:00 a.m. to 5:00 p.m., Monday through Friday, except for established Department of Social Services approved holidays. Telephone calls made before or after working hours receive a recorded message about the working hours.

The certification request can be made by hospital staff or physician or psychologist office staff. The physician or psychologist is not required to be a MO HealthNet provider to request a certification.

Provider Bulletins are available on the MO HealthNet Division (MHD) (Formerly the Division of Medical Services) Web site at <http://dss.mo.gov/mhd/providers/pages/bulletins.htm>. Bulletins will remain on the Provider Bulletins page only until incorporated into the [provider manuals](#) as appropriate, then moved to the Archived Bulletin page.

MO HealthNet News: Providers and other interested parties are urged to go to the MHD Web site at <http://dss.missouri.gov/mhd/global/pages/mednewssubscribe.htm> to subscribe to the electronic mailing list to receive automatic notifications of provider bulletins, provider manual updates, and other official MO HealthNet communications via E-mail.

MO HealthNet Managed Care: The information contained in this bulletin applies to coverage for:

- MO HealthNet Fee-for-Service
- Services not included in MO HealthNet Managed Care

Questions regarding MO HealthNet Managed Care benefits should be directed to the patient's MO HealthNet Managed Care health plan. Before delivering a service, please check the patient's eligibility status by swiping the MO HealthNet card or by calling the Interactive Voice Response (IVR) System at 573-635-8908 and using Option One.

Provider Communications Hotline
573-751-2896